(d) the number of complaints received regarding computerised reservation particularly during holidays/rush seasons and the activities of touts in important cities and details of remedial measures taken?

THE MINISTER OF RAILWAYS (SHRI C.K. JAFFER SHARIEF): (a) and (b) An annexure is attached. [See Appendix 174—Annexure No. 33]

(c) Provision of computerised reservation facilities is planned on an annual basis keeping in view the reservation workload and other relevant factors including feasibility and availability of reasources.

(d) During Jan.' 95 to June' 95 594 complaints regarding time taken to issue tickets on computer, non-allotment of lower berths/compact accommodation, refusal to issue tickets etc. were received in respect of computer reservation centers. As regards activities of louts, some complaints have come to notice. Surprise checks are conducted by deploying Ticket Checking Staff alongwith RPF/GRP personnel to curb the evil. During Jan. 95 to June' 95,799 touts were apprehended and suitable action was taken against them as per the provision of the Railway Act, 1989.

**"Declaring Neem as National Tree"**

1113. SHRI KRISHNA LAL SHARMA: Will the Minister of ENVIRONMENT AND FORESTS be pleased to state:

(a) whether it is a fact that Neem is regarded as a curer of practically all diseases of the country;

(b) whether it is also a fact that Neem plays a very crucial role in providing ecologically sustainable solutions to the various problems being faced by the country at present; and

(c) if so, whether Government are considering to declare Neem as a National Tree and if so, when?

THE MINISTER OF STATE OF THE MINISTRY OF ENVIRONMENT AND FORESTS (SHRI KAMAL NATH): (a) Research so far has proved that Neem extracts and its derivatives have anti-protozoal anti-allergic, anti-dermatitic, anti-fungal and insecticidal properties;

(b) Use of natural plant products is considered to be a safe alternative to the synthetic chemicals. Biopesticides developed from Neem meet the ecological criteria due to their low or non toxic properties. Being broad spectrum in nature, they reduce the chances of pest becoming resistant. In additon, they are biodegradable also.

(c) Presently, there is no proposal in this Ministry to declare Neem as a National Tree.

**Building International Opinion Against Kidnappings in Kashmir by Pak-Trained Militants**

1114. SHRI GURUDAS DAS GUPTA: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) what steps are being taken by Government to build international opinion against kidnapping in Kashmir by the Pak-trained militants; and

(b) what is the reaction of the Government of Pakistan to the cases of kidnappings in Kashmir by the militants?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI SALMAN KHURSHID): (a) Government have and will continue to take necessary measures to apprise the international community of Pakistan's support to terrorists including to those involved in kidnappings in Jammu and Kashmir.

Government have, during the course of usual ministerial, official and diplomatic exchanges with other countries informed